

**MICHIGAN DEPARTMENT OF CIVIL SERVICE  
JOB SPECIFICATION**

**UNEMPLOYMENT CLAIMS INTERVIEWER**

**JOB DESCRIPTION**

Employees in this job perform a variety of activities to determine eligibility and process payment of unemployment compensation claims under the Michigan Employment Security (MES) Act. The work involves frequent contact with claimants, employers, and others to obtain and verify information necessary to make decisions and process claims.

There are four classifications in this job.

**Position Code Title – Unemployment Claims Interviewer-E**

**Unemployment Claims Interviewer 8**

This is the entry level. The employee, under close supervision, performs a limited range of unemployment insurance assignments while learning work methods, processes, and procedures, and developing knowledge and skills in accordance with well-defined procedures, methods and practices.

**Unemployment Claims Interviewer 9**

This is the intermediate level. The employee, under close supervision, performs an expanding range of unemployment insurance assignments in a developing capacity. Established methods and procedures are available in the form of laws, regulations, rules, and policies governing the work performed.

**Unemployment Claims Interviewer E10**

This is the experienced level. The employee, under general supervision, performs a full range of unemployment insurance program assignments. Established methods and procedures are available in the form of laws, regulations, rules, and policies governing the work performed. The employee must exercise considerable independent judgment in making decisions.

**Position Code Title – Unemployment Claims Interviewer-A**

**Unemployment Claims Interviewer 11**

This is the advanced level. The employee serves either as a lead worker training, overseeing, assigning, coordinating, and reviewing the work of lower-level unemployment claims interviewers; or, as a senior worker performing the most complex unemployment insurance assignments.

**NOTE:** Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience. Employees allocated at the entry (8) level with intermittent employment status will perform a limited range of duties and will not

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progress beyond the entry level. All other employees generally progress through this series to the experienced (E10) level based on satisfactory performance and possession of the required experience.

### **JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

#### **Unemployment Claims Interviewer 8**

Interviews claimants to obtain information needed to determine eligibility for benefits and to take claims in accordance with the laws, regulations, rules, and policies governing the adjudication of unemployment benefits.

Prepares claims for data entry. Sorts incoming claims, verifies completeness of information, and contacts appropriate sources to obtain missing information.

Takes and processes wage affidavits.

Enters initial, additional, reopened and continued claims, transfers, and employer information into computer system.

Certifies that claimants meet the requirements for obtaining benefits, reviews certifications received and authorizes payment.

Reviews record of claimants not paid by the automated payment system, determines reason for non-payment, and corrects or updates records in accordance with policies and procedures if proper.

Responds to client questions and complaints regarding filing a claim for unemployment benefits and attempts to resolve problems by providing information or making referrals.

Audits and reviews records based upon computer system reports or other information, and takes appropriate action to clear reports.

Opens, sorts, and distributes mail.

Maintains and purges files, records, documents and other material.

Performs related work appropriate to the classification as assigned.

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### **Additional Job Duties**

#### **Unemployment Claims Interviewer 9 and E10**

Provides information to the public on the MES Act and filing procedures and responds to complaints.

Interviews claimants, employers, and other interested parties on contested or complex claims regarding eligibility for unemployment benefits and controversial aspects of claims. Prepares a written summary of facts regarding reason for separation and/or eligibility for benefits.

Secures employer's statement by mail, telephone, or personal interview, using questions and techniques to obtain the most complete information possible. Contacts other sources of information if necessary.

Data enters adjudication information into the computer database.

Reviews claims to ensure all inquiries have been received and the proper follow-up documents are on record. Verifies completeness of information and contacts appropriate sources to obtain missing information.

Refers claims requiring adjudication to a claims examiner to issue non-monetary determinations. Assembles for the record, all pertinent facts. Obtains and processes affidavits, subpoenas, and signed statements as required under various situations.

Establishes restitution based on administrative error or referee decision.

Maintains appropriate records on restitution cases.

Interviews claimants to verify employment service registration and profiling.

Reviews talent bank application to determine employment classification in accordance with prescribed occupational coding systems and claimant's last employment. Enters occupational coding into claimants' records for profiling purposes.

Processes claims filed by mail.

Processes restitution payments, adjustment payments, and Friend of the Court sequestration payments.

Issues credit adjustments and changes to employer accounts using mathematical computations.

Reviews data, analyzes facts and information using the computerized system in processing and/or paying unemployment claims in accordance with the MES Act.

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May interview claimant, employer, and others in the investigation of suspected fraud cases, determine the issues involved, and recommend or take appropriate action in accordance with prescribed procedures.

Assists parties seeking an appeal by processing all forms and ensuring that required and information is submitted according to prescribed procedures.

Assembles information on employer liability cases for administrative office use. Secures documentation and forwards for investigation.

Interviews employers, representatives of state agencies, and others to request and verify information provided by claimants for the purpose of school attendance.

Reconciles daily activity reports and ensures they are ready to be completed.

Reviews incoming correspondence to determine if it requires adjudication or some other type of action and takes the necessary steps.

Interviews claimants, employers, and other interested parties to assist in securing benefits due a deceased or mentally incompetent claimant.

Assists in processing interstate and multi-claimant claims.

Determines the liable state for where Interstate Benefits are applicable.

May assist unemployment claims examiners as needed.

Assists lead worker in training lower-level unemployment claims interviewers.

Maintains records, prepares reports, drafts correspondence, and assists in the preparation and/or completion of various forms.

Performs work at branch office site, satellite, outstation, or other sites that are under the direction of a branch office work location.

Performs related work as assigned.

#### **Unemployment Claims Interviewer 11 (Lead Worker)**

Explains work instructions and adapts, if necessary, pertinent general methods and procedures in order to meet the required needs of a specific work area.

Schedules work assignments, determines work priorities, and reviews and oversees the work of lower-level unemployment claims interviewers.

Oversees and assures the work quality and quantity for a specific work area by directing the employee's adherence to methods and practices.

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Trains lower-level unemployment claims interviewers.

Performs related work as assigned.

### **Unemployment Claims Interviewer 11 (Senior Worker)**

Performs on a regular basis activities that are recognized as the most complex unemployment claims interviewer assignments.

## **JOB QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

**NOTE:** Some knowledge in the area listed is required at the entry level, developing knowledge is necessary at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of federal and state laws, regulations, rules, programs, policies, procedures, and terminology of various unemployment compensation programs.

Knowledge of informational and fact-finding interview techniques.

Knowledge of federal and state programs available to claimants if ineligible for unemployment compensation benefits.

Knowledge of the Unemployment Agency, on-the-job, training techniques.

Knowledge of the payment processes and procedures for unemployment compensation claims.

Knowledge of the adjudication and payment computer applications.

Knowledge of labor-management relations.

Knowledge of office work, business practices, and business office machines.

Ability to follow instructions.

Ability to communicate effectively.

Ability to maintain records and prepare reports.

Ability to develop and use computer skills for data entry and review, and other computer-related work.

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Ability to perform mathematical computations in the adjudicating and/or processing of unemployment claims.

Ability to interpret employer payroll records as submitted for unemployment benefit claims consideration.

Ability to interpret and apply current and/or changes in programs, policies, procedures, laws, regulations, unemployment rules, etc., governing the adjudication and payment of unemployment benefits.

Ability to interview, investigate, assemble, and analyze data to determine facts.

Ability to obtain information under unfavorable circumstances, including the gathering of information from potentially hostile and otherwise confrontational claimants and employers.

Ability to interact effectively, maintain a courteous demeanor while providing service, and diffuse anger and aggression when dealing with claimants from varying backgrounds who are experiencing emotional stress due to financial adversities.

Ability to maintain favorable public relations.

Ability to write well and concisely.

### **Additional Knowledge, Skills, and Abilities**

#### **Unemployment Claims Interviewer 11 (Lead Worker)**

Ability to train, guide, and evaluate the work of other unemployment claims interviewers.

Ability to explain instructions and guidelines to others effectively.

Ability to prioritize, organize, assign, and coordinate the work of unemployment claims interviewers.

### **Working Conditions**

The work may require travel to other locations to obtain information and/or process unemployment applications under the direction of the branch office work location.

Some jobs require an employee to work in a hostile environment.

### **Physical Requirements**

None.

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### **Education**

Completion of two years of college education (60 semester or 90 term credit hours) from an accredited degree-granting institution.

### **Experience**

#### **Unemployment Claims Interviewer 8**

No specific type or amount of experience is required.

#### **Unemployment Claims Interviewer 9**

One year of experience as an unemployment claims interviewer or unemployment claims examiner.

#### **Unemployment Claims Interviewer E10**

Two years of experience as an unemployment claims interviewer or unemployment claims examiner.

#### **Unemployment Claims Interviewer 11**

Three years of experience as an unemployment claims interviewer or unemployment claims examiner, including one year of experience equivalent to the Unemployment Claims Interviewer E10 or Unemployment Claims Examiner E10.

### **Alternate Education and Experience**

Four years of office support experience involving public contacts in the Unemployment Agency, two years of which is at the experienced (E7) level.

OR

Four years of office support experience that on a regular basis includes substantial public contacts interviewing people to obtain substantive information for decision making in a business, industrial, or legal setting, two years of which shall be equivalent to the experienced level, may be substituted for the education requirement.

### **Special Requirements, Licenses, and Certifications**

None.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**

UNEMCLIVR

**Job Code Description**

Unemployment Claims Interviewer

**Position Title**

Unemployment Claims Interviewer-E

Unemployment Claims Interviewer-A

**Position Code**

UNEMIVRE

UNEMIVRA

**Pay Schedule**

E42-007

E42-013

ECP Group 1  
Revised 4/22/2002  
NN/ML